

Enterprise Incident Report February 2011

As of 3/1/2011

Agriculture and Food

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	Low	FCR Total
Agriculture and Food	55	55
	49	49
Customer Company Total	55	55
	49	49

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	MIR Total
Agriculture and Food	55 1	55 1
Customer Company Total	55 1	55 1

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Agriculture and Food	55 0.06	55 0.06
Customer Company Total	55 0.06	55 0.06

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Agriculture and Food	55 1	55 1
Customer Company Total	55 1	55 1

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	ATTR Total
Agriculture and Food	55 0.25	55 0.25
Customer Company Total	55 0.25	55 0.25

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Detail

INC000000256981	Kim Concepcion Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Novell GroupWise 32-bit Window Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000256989	Jay Schvaneveldt Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000257001	Angela M Martinez Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Microsoft Access Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000257004	Shelly Jensen Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000257817	Shelly Jensen Metro D Desktop Support	PC/Laptop Jon Hager	Password Agriculture and Food	Microsoft Windows XP Professio Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000257829	Richard W Clark Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	Action Request System Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000257835	Jan Knerr Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000257933	Dale Kunze Metro D Desktop Support	PC/Laptop Philip Henderson	Error Agriculture and Food	Microsoft Windows XP Professio Low Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.52 7.81
INC000000258596	Kyle Nelson Help Desk	Application Eileen Dubach	Password Agriculture and Food	Utah Master Directory Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 0.21
INC000000259795	Mark Quilter Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	Microsoft Windows XP Professio Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000259801	Linda Lewis Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000259803	Cody James Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Novell GroupWise 32-bit Window Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000259805	Cary Wise Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000259809	Dale Kunze Metro D Desktop Support	PC/Laptop Jon Hager	Error Agriculture and Food	Microsoft Windows XP Professio Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000259815	Dale Kunze Metro D Desktop Support	PC/Laptop Jon Hager	Error Agriculture and Food	Microsoft Windows XP Professio Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000259842	Shelly Jensen Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000260853	Mark Martin	Network	Password	Novell ConsoleOne	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	TTR: 0.00
INC000000260858	Dale Kunze	PC/Laptop	Performance	Microsoft Windows XP Professi	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	TTR: 0.00
INC000000260860	Roy Gunnell	Network	Incident	None	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	TTR: 0.00
INC000000260869	Shelley R Walker	Application	Reporting	OpenOffice.org	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	TTR: 0.00
INC000000260873	Mark Quilter	Application	Error	PGP	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	TTR: 0.00
INC000000261970	Dale Kunze	Application	Reporting	Novell GroupWise	TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Agriculture and Food	Low Closed	TTR Missed: No	TTR: 0.00
INC000000262081	Angela M Martinez	PC/Laptop	Password	Microsoft Windows XP Professi	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	TTR: 0.00
INC000000262091	Kathleen Clarke	Application	Password	Novell GroupWise 32-bit Windo	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	TTR: 0.00
INC000000263100	Mitzi Hansen	Application	Error	PGP	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	TTR: 0.00
INC000000263117	Delia Tracey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	TTR: 0.00
INC000000263120	Sara Lealos	PC/Laptop	Performance	Microsoft Windows XP Professi	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	TTR: 0.00
INC000000263127	Arlene Thatcher	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	TTR: 0.00
INC000000263175	Mark Quilter	Application	Reporting	PGP	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	TTR: 0.00
INC000000264004	Jennifer Sung	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	TTR: 0.00
INC000000264005	Mark Quilter	PC/Laptop	Performance	Microsoft Windows XP Professi	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	TTR: 0.00
INC000000264007	Richard W Clark	PC/Laptop	Error	Microsoft Windows XP Professi	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	TTR: 0.00
INC000000264015	Mark Quilter	Application	Reporting	Adobe Photoshop	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	TTR: 0.00

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INC000000264019	Kathleen Clarke	PC/Laptop	Performance	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	TTR: 0.00
INC000000265114	Kathleen Clarke	PC/Laptop	Performance	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000265790	Tamra Watson	Application	Password	PGP	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000265797	Bracken Davis	Network	Password	Novell ConsoleOne	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000266547	Richard W Clark	PC/Laptop	Error	PGP	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000266603	Terry Menlove	Application	Password	PGP	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000266606	Bracken Davis	Network	Incident	None	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000266617	Carla Johnson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000266861	Dale Kunze	Application	Error	None	TIR Missed: No	TIR: 0.21
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.96
INC000000266918	Vicki Needham	PC/Laptop	Virus	None	TIR Missed: No	TIR: 0.44
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.68
INC000000267714	Tamra Watson	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000267718	Shelly Jensen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000268363	Curtis L Parker	PC/Laptop	Hardware	None	TIR Missed: No	TIR: 0.78
	Metro D North Desktop Support	Ryan Casey	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.88
INC000000268644	Clair Allen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000268648	Brian Tea	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000268653	Rhonda Overman	Application	Reporting	OpenOffice.org	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00
INC000000268654	Ben Farr	Application	Error	Food Sanitation Management S	TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Resolved	TTR Missed: No	TTR: 0.00

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INC000000268655	Ben Farr	PC/Laptop	Error	PGP		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000269489	Mitzi Hansen	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000269499	Terry Menlove	Application	None	PGP		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000269553	Don McClellan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Metro D Help Desk	Doug Brown	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000270093	Claudette Walcott	Network	Virus	Microsoft Windows XP Professio		TIR Missed: Yes	TIR: 1.07
	Metro D Desktop Support	Philip Henderson	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 2.46